

## **ANNEXURE A: SCOPE OF WORK**

### **THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE OFF-SITE DOCUMENT STORAGE SERVICES OVER A PERIOD OF FIVE (5) YEARS**

#### **1 INTRODUCTION**

- 1.1 CEF SOC Ltd is a state-owned company involved in the search for appropriate energy solutions to meet the energy needs of South Africa and the sub-Saharan African region. It also manages the operation and development of the oil and gas assets of the South African government. The company falls under the auspices of the Department of Mineral Resources and Energy (DMRE). For more information on the company, you can visit our current website: [www.cefgroup.co.za](http://www.cefgroup.co.za).

#### **2 BACKGROUND**

- 2.1 The purpose of this tender is to source the services of a Document Storage service provider. The programme encompasses the following focus areas:
- a) Services
  - b) Infrastructure
  - c) Security

#### **3 CONTRACT PERIOD**

- 3.1 The contract shall commence and continue for a period of five (5) years subject to service level agreement being concluded and agreed by both parties.

#### **4 OBJECTIVE**

- 4.1 Section 13 of the National Archives and Records services (NARS) of South Africa, Act 43 of 1996 requires that public entities manage their records through document management, retrieval and disposal system that is well-structured for record keeping purposes. CEF policies and procedures for Document Storage override the NARS except for applicability where gaps exist to ensure that its record keeping and records management practises compliant with the Act.
- 4.2 To preserve the entity's memory, CEF must ensure a safe and secure information and document management service, to reduce vulnerability to legal challenges or financial loss, and human and space optimisation through coordinated information storage systems.
- 4.3 The documents must be stored in a secure environment, which is in accordance with the minimum Minimum Information Security Standard (MISS) accredited by the National Strategic Intelligence Act 39 of 1994 requirements. They must be managed and retrieved "as and when" the need arises.

- 4.4 Records Management supports governance, risk management, and compliance. It is primarily concerned with managing the evidence of CEF's activities as well as the reduction or mitigation of risk associated with it. Records management within CEF is devoted to the management of information throughout its life cycle, from creation point to its eventual disposal.
- 4.5 As such, CEF requires a service provider who will categorise and create a control list for document storage.
- This includes identifying, classification, storing, securing, retrieving, tracking, and destroying or permanently preserving records.
  - Sort, pack, and label boxes and or files.
  - Create a simple and effective way to alert CEF of boxes/documents that are due for destruction/disposal.
  - Actively manage CEF's archived files.
- 4.6 CEF's offices are based in Sandton, Gauteng and has documents currently stored at service provider's facilities in Selby, Johannesburg.

## **5 SCOPE OF SERVICES**

### **5.1 Document relocation**

- 5.1.1 Bidder must relocate the existing records and files from the current storage facilities to the new off-site storage facility.
- 5.1.2 Service provider will be required to collect the following approximate number of files, documents, records from the current storage facility to the new storage facility:

<b>Location</b>	<b>Number of Boxes</b>
Offsite storage, Selby Johannesburg	5112

### **5.2 Secure and Accessible Offsite Storage**

Provision of cost-effective offsite storage while having the added benefit of access to its records from a computer-based program. This must provide a comprehensive and reliable off-site storage facility, records management, retrieval programme, and limited on-demand scanning for quick and efficient access to documents stored offsite by downloading needed documents via bidders document management software. It must comprise of the following:

- 5.2.1 A secure and safe off-site storage facility, which is suitable for the purpose and mitigate the risks associated with records management and storage.

- 5.2.2 The storage facility must be large enough to cater for the current CEF files, documents, records, etc. within the current storage facility as well as CEF offices and may expand by 5% per annum over the contract period.
- 5.2.3 Bidder must relocate the existing records and files from the current storage facilities to the new off-site storage facility.
- 5.2.4 Records management system to enable the tracking and retrieval of documents and display of system to CEF for records stored off-site, which must be available for online and retrieval request.
  - 5.2.4.1 Accurate and efficient indexing for safekeeping and location of documents for easy retrieval.
  - 5.2.4.2 Easy location that tells you where you can find the record in what box.
  - 5.2.4.3 Reduced costs that save time on document location.
  - 5.2.4.4 Business continuity that allows for continuity with new and existing staff.
  - 5.2.4.5 Flexibility for different document type classification according to characteristics of information stored to enable efficient indexing.
  - 5.2.4.6 Access to databases and trends that allows extraction essential information from forms to analyse, interpret and use information.
- 5.2.5 Retrieval services for stored records at CEF facilities and off-site storage facilities and delivery to the new storage facility.
- 5.2.6 Relocation of the existing records and files from the current CEF storages / registries and off-site storage facility to the new off-site storage.
- 5.2.7 Service provider will be required to collect the following approximate number of files, documents, records from the current storage facility to the new storage facility.
- 5.2.8 Off-site storage and document management services that includes onsite file management, image processing, data protection, data back-up, document management and records destruction as and when necessary.
- 5.2.9 Service Provider must be able to provide packaging boxes, stationery and consumables and staff to render labelling and indexing services before record removal from CEF and/or current storage facilities.
- 5.2.10 Service Provider must be able to provide reports such as documents due for destruction, storage destruction list, information of the take on date, retention period, and future destruction date and other relevant reports that the service provider's system may provide.
- 5.2.11 Service Provider must be able to destroy documents, which are due for disposal in line with the disposal of documents policies and procedures upon request by CEF and issue the Disposal Certificate.
- 5.2.12 Service Provider must provide training of on-site file management, image processing, data protection, backup and paper management, document

management (archiving of documents), labelling and indexing of boxes as well as document disposal to all CEF registry personnel. The training programme must be attached.

5.2.13 Service Provider must attach a list of detailed services that is costed per item and summary of totals for monthly cost and overall cost for a period of five (5) years.

5.2.14 Turnaround time for delivery of retrieved documents should be within 48 hours.

## 6 DELIVERABLES

6.1 The following deliverables will be expected for the duration of the contract period:

6.1.1 The successful bidder must provide off-site storage facilities and to render document management services for CEF in line with the provisions of the Approved Policies, Procedures or National Archives Act 43 of 1996 where applicable for a period of five (5) years.

6.1.2 Document management services required, amongst other things includes, on-site document management and storage, retrieval, image processing, data protection, backup and paper management, document management, labelling and indexing of boxes as well as document disposal.

6.1.3 **Destruction Services:** Service Provider shall receive a written directive from CEF requesting that they destroy certain records. CEF will be solely responsible for the date upon which files shall be destroyed.

6.1.4 **Retrieval Services:** CEF shall be entitled at its sole discretion, to require retrieval of records to take place either by way of:

a) Hand delivery of required files

b) Transmission of files by facsimile/electronic

c) Turn-around time for delivery must be within 24 hours depending on the urgency.

6.1.5 **System set-up:** Display of system to CEF for records stored off-site which must be available for online and retrieval request. Records stored off-site must be available for online and retrieval requests.

6.1.6 **Storage:** Collected documents for storage need to be sorted and filed in accordance with CEF (or NARS where applicable) approved file plan and placed within filing racks on shelves in such a manner that it will be easily retrieved when required. File/documents always need to be well preserved and carefully handled and maintained to ensure no damage or destruction of such information. All files and boxes that have noticeable damage because of regular handling need to be replaced to prevent any further damage.

6.1.7 **Scanning:** All files or documents requested by CEF in which the physical file is not required, need to be scanned into a CEF approved image file format of which the image quality is not less than the set standard of 300DPI. All documents which are damaged or of which the paper is brittle need to be handled with special care to prevent any further damage to such.

6.1.8 A proposed approach to managing records; clear outline of how records will be transferred from one storage to the other and maintenance thereof.

6.1.9 Monthly, Quarterly and Annual reporting of statistics related to the status and movements of records to and from off-site storage facility.

## **7 REPORTING REQUIREMENTS**

- 7.1 Service Provider shall report to the Facilities Manager.
- 7.2 Service Provider shall on monthly basis, supply CEF with a summarized written report to the Facilities Manager.
- 7.3 Meetings will be held quarterly or as and when required between the Facilities Manager Support or his/her delegate and the Service Provider.

## **8 ROLE AND RESPONSIBILITY**

- 8.1 CEF shall:
- 8.2 Be responsible for payment within thirty calendar days from date of receipt of an accurate and complying invoice, by depositing the payment directly into the bank account of the service provider.
- 8.3 Service Provider shall:
  - 8.3.1 Comply with the relevant CEF policies, procedures, and regulations in the execution of contract deliverables.
  - 8.3.2 Advise CEF when unforeseen circumstances will adversely affect the execution of the contract. Full particulars of such circumstances as well as the period of delays must be furnished.

## **9 CONFIDENTIALITY OF INFORMATION**

- 9.1 Service Provider shall keep confidential and shall not, without the written consent of CEF and/or its duly authorized official use, copy or communicate to any person the terms and conditions, documents or other information furnished directly or indirectly by CEF, except as strictly necessary for the purpose of this contract.

## **10 PAYMENT**

- 10.1 CEF will not make any upfront payments to a successful service provider. Payments will only be made in accordance with the delivery of service that will be agreed upon by both parties and upon receipt of invoice for services rendered.

## **11 GENERAL NOTES**

- 11.1 Ability to:
  - a) Categorise and create a control list for your documents.
  - b) Sort, pack and label your boxes and files.
  - c) Create a simple and effective way to alert CEF of boxes that are no longer required to be kept.
  - d) Actively manage your archived files.
- 11.2 Provide accurate indexing and data capture which allows for:

- a) Accurate and efficient indexing for safekeeping and location of documents for easy retrieval.
- a) Easy location that tells you where you can find the record in what box.
- b) Reduced costs that save time on document location.
- c) Business continuity that allows for continuity with new and existing staff.
- d) Flexibility for different document type classification according to characteristics of information stored to enable efficient indexing.
- e) Access to databases and trends that allows extraction important information from forms to analyse, interpret and use information.

### 11.3 Archiving and Filing Stationery

Affordable, high-quality selection of Document Archive boxes.

- a) Regular Archive Box + Lid: 430mm x 325mm x 250mm box (storage of A3/A4 documents)
- b) Large Archive Box + Lid: 430mm x 325mm x 360mm box (storage of lever arch files)
- c) Box Wallet: 315mm x 245mm x 97mm

### 11.4 Online Document Management Software

The service provider must have an Optimal online document management software in place to store CEF's business documents in the cloud at no additional capital, IT maintenance and or scalability cost to CEF. It must provide digital storage with secure online access to your information anywhere in the world, at any time.

### 11.5 Records Management File Plan and Policy

A records management file plan and policy are managed in line with the business the policies and procedures as a record-keeping practice. Ensures business factors work together to ensure your records are managed effectively.

- a) Provide a systematic framework for the classification of all records in active, semi-active and inactive stages of a document.
- b) Assist CEF in the orderly filing and retrieval of records.
- c) Ensure records are retained and destroyed or preserved in accordance with legal and fiscal requirements, archival value, and operational needs.
- d) Reduce the volume of records in the offices by providing guidelines on the retention and destruction of records.
- e) Distinguish between official records and convenience copies or duplicates.
- f) Electronic filing with a standardised electronic filing system.

### 11.6 Sorting & Packing

Provide a specialised team to categorise, sort and pack CEF records for either scanning and or offsite storage. Ensure archiving the records of the business is adhered to for their specific lifetime, ultimately on time and money.

### 11.7 Microfilm Scanning

The archiving and storage of essential information such as maps, blueprints and drawings has been on Microfilm for numerous years. The business requires information preservation through extremely sensitive and optimum storage conditions to ensure its legibility, visibility, and sustainability when needed.

### 11.8 Book Scanning (if required)

While the preservation of physical books is of significant value, it is also important to note that the digitisation of books will assist in preserving knowledge and being able to share it more with a much further reach.

#### a) Book Friendly

As companies and libraries become more “digital friendly” conventional libraries and books become less appealing as you can access similar information digitally in the comfort of your own home. Furthermore, valuable information contained in the thesis, historic diaries and company profiles become unattainable and their potential value is lost. Scanning these books will give their information life and add value to all those who have access to it.

#### b) Historical Documents

Extremely sensitive documents, maps, drawings, and newspaper articles capturing business history is also scanned using our best-in-class technology scanners.

### 11.9 Document scanning

Application of scanning important physical documents to ensure accessibility of information if required. Bidder must provide a scanning solution that will streamline processes and make it as painless as possible to allow for the efficient retrieval and storage of important records. Process requirements:

- a) Documents categorised prepared, scanned, indexed, and stored digitally.
- b) Provision of high tech, continuously maintaining hardware storage (either offline or online) retrieval software and resource allocation.
- c) Applied knowledge and experience on scanning requirements.

### 11.10 Storage Site Infrastructure

Infrastructure must:

- a) Provide a disaster management plan aligned to the Minimum Information Security Standard (MISS) accredited by the National Strategic Intelligence Act 39 of 1994.
- b) Enclose CEF documents with fireproof walls, doors, and windows.
- c) Ensure weather proofed infrastructure and protection of documents from any potential infrastructure failure, e.g., burst pipes, etc.

- d) Provide security alerts and response plans on threats to infrastructure and related stored documents.

#### 11.11 Security

The service provider must ensure Security compliance in line with CEF Security Policy and Procedures. These include:

- a) Security and Accessibility of documentation by the service provider.
- b) Security and access by users, its management and directors or companies.
- c) Compliance to the business operations various Acts, including general legislation and further industry-specific Acts which regulate health, safety, security, mining, financial services records and the like.

#### d) General Legislation

Companies at a minimum should understand that the Electronic Communications and Transactions Act 25 of 2002 together with the King IV Report specifically highlight the importance of being compliant with document management standards. Furthermore, ignoring this responsibility may be construed as negligent and irresponsible management which will affect more than the threat of criminal prosecution (fines and imprisonment), but also may cause reputational and operational damage.

#### e) Implementation

In compliance to the Protection of Personal Information Act (POPI), service providers will be held responsible for the management of its personal information and the business information, which must ensure that such information is secure and destroyed when no longer needed as instructed by CEF.